

**REMARKS**

***Specification***

The applicant has amended the specification as requested.

***Claim Rejections – 35 USC § 112***

The Examiner stated that claim 1 is rejected under 35 U.S.C. 112, second paragraph, as being incomplete for omitting essential steps, such omission amounting to a gap between the steps.

***Double Patenting***

The Examiner stated that a rejection based on double patenting of the “same invention” type finds its support in the language of 35 U.S.C. 101 and that claims 1-32 are provisionally rejected under 35 U.S.C. 101 as claiming the same invention as that of claims 1-32 of copending Application No. 10/673,679.

***Claim Rejections – 35 USC § 101***

The Examiner stated that claim 68 is rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

***Claim Rejections – 35 USC § 102***

The Examiner stated that claims 1-5, 8-10, 12-24, 28, 30-38, and 41-42 are rejected under 35 U.S.C. 102(e) as being anticipated by Walker et al (U.S. Patent: 6,567,787) and that claims 44-50 and 68-69 are rejected under 35 U.S.C. 102(e) as being anticipated by Scarno et al (U.S. Patent: 7,076,427).

**Response**

Applicant has corrected the deficiencies related to the Specification, 35 USC § 112, 35 USC § 101, and the Double Patenting rejections noted above via the amended specification and related claims.

Applicant has amended independent claims 1, 23, 44, 68, and 69 purely in the interest of expediting the prosecution of the instant invention. The independent claims include one or more of the following limitations:

conducting at least one voice interaction between the at least one agent and the at

least one client, wherein the at least one agent follows the at least one script  
via at least one of a plurality of panels;

entering information by the at least one agent according to responses obtained  
from the at least one client;

assigning a time displacement timestamp to each of the plurality of panels as they  
are presented and viewed by the at least one agent during the voice  
interaction;

evaluating the at least one voice interaction via the least one of the plurality of  
panels with at least one automatic speech recognition component adapted to  
analyze the at least one voice interaction; and

determining whether the at least one agent has adequately followed the at least  
one script by using the evaluated at least one voice interaction.

The independent claims further include one or more of the following limitations:  
transmitting data representing at least the portions of the voice record and the  
further voice record to the at least one agent, wherein the data include a time  
displacement timestamp.

Support for these limitations can be found at least on pages 12-13 of the instant invention. Neither Walker nor Scarno teach or disclose each of these limitations. As such, Applicant believes such independent claims, as well as the claims that depend from

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them, are in condition for allowance and respectfully requests they be passed to allowance.

Respectfully submitted,  
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